QUALIFICATION HANDBOOK

# 1287 Level 2/3 Award/ Certificate/ Diploma for Proficiency in Meat and Poultry Industry Skills Centre Guide

**September 2017 Version 2.1**

City&
Guilds

# Qualification at a glance

| Subject area | Proficiency in Meat and Poultry Industry Skills |
|---|---|
| City & Guilds number | 1287 |
| Age group approved | 16-18, 18+, 19+ |
| Entry requirements | None |
| Assessment | Portfolio of evidence |
| Support materials | Unit Pack<br>Centre Handbook |
| Registration and certification | Consult the Walled Garden/Online Catalogue for last dates |

| Title and level | City & Guilds number | Accreditation number |
|---|---|---|
| Level 2 Award for Proficiency in Meat and Poultry Industry Skills | 1287-20 | 600/7765/7 |
| Level 2 Certificate for Proficiency in Meat and Poultry Industry Skills | 1287-21 | 600/4036/1 |
| Level 2 Diploma for Proficiency in Meat and Poultry Industry Skills | 1287-22 | 600/4039/7 |
| Level 3 Certificate for Proficiency in Meat and Poultry Industry Skills | 1287-31 | 600/4043/9 |
| Level 3 Diploma for Proficiency in Meat and Poultry Industry Skills | 1287-32 | 600/4072/5 |

| Version and date | Change detail | Section |
|---|---|---|
| Version 2.0 (21 Jan 2013) | Level 2 Award for Proficiency in Meat and Poultry Industry Skills added | 1.1 Structure |
| Version 2.1 (September 2017) | Added TQT details | **Qualification at a glance, Structure** |
| | Deleted QCF | **Throughout** |

# Contents

# 1    Introduction

This document tells you what you need to do to deliver the qualifications:

| Area | Description |
| --- | --- |
| Who are the qualifications for? | The Level 2 qualifications are designed for learners who are working in the meat and poultry industry. They cover a broad range of skills from handling of livestock, primary meat processing, secondary processing/butchery and butchery sales and service. |
| | The Level 3 qualifications are designed for learners who are working in the meat and poultry industry. They cover a broad range of skills from the monitoring of livestock, meat processing/butchery and butchery sales and service. |
| | These qualifications offer learners the opportunity to develop skills and knowledge required to prove competence at work. They will also suit learners who are competent in meat processing activities and are looking for ways of developing their existing skills and knowledge, perhaps to support multi-skilling or increase productivity at work. |
| What do the qualifications cover? | The flexible choice of units, allows learners to select units that are most relevant to their own employment, learning and progression requirements. The choice of units also reflects the wide variety of jobs which people do in different types of companies in the meat industry. |
| | The common operations units offer learners the opportunity to achieve competences which are generic to the whole food and drink industry, such as food safety, working with others and quality. |
| What opportunities for progression are there? | These qualifications allow candidates to progress into employment or to the following City & Guilds qualifications: |
| | • Level 2, 3 and 4 Award/Certificate/Diploma for Proficiency in Food Manufacturing Excellence (1284) |
| | • Level 3 Award/Certificate/Diploma for Proficiency in Baking Industry Skills (1285) |
| | • Level 2/3 Certificate/Diploma for Proficiency in Fresh Produce Industry Skills (1289) |
| | • Level 2 Certificate/Diploma for Proficiency in Fish Industry Skills (1288). |

# 1.1 Structure

## Level 2 rules of combination

The units within the **Level 2 Award, Certificate and Diploma for Proficiency in Meat and Poultry Industry Skills** are listed below in Unit Groups A, B and C.  The rules of combination are very flexible, allowing candidates to select the units most suited to their role or area of interest.

Learners must achieve a **minimum of 10 credits** to achieve the **Level 2 Award for Proficiency in Meat and Poultry Industry Skills (1287-20)**

- a minimum of 8 credits must come from Unit Group A
- a maximum of 4 credits may come from Unit Group B

Learners may take all of the required 10 credits from Group A. It is **not** mandatory for learners to take any credits from Group B and learners must not take any credits from Group C.

Learners must achieve a **minimum of 27 credits** to achieve the **Level 2 Certificate for Proficiency in Meat and Poultry Industry Skills (1287-21)**:

- a minimum of 21 credits must come from Unit Group A
- a maximum of 4 credits may come from Unit Group B
- a maximum of 6 credits may come from Unit Group C.

Learners may take all of the required 27 credits from Group A. It is **not** mandatory for learners to take any of the credits from Groups B or C to achieve the Certificate.

Learners must achieve **a total of 37 credits** to achieve the **Level 2 Diploma for Proficiency in Meat and Poultry Industry Skills (1287-22)**, composed of a:

- a minimum of 22 credits must come from Unit Group A
- a maximum of 8 credits may come from Unit Group B
- a minimum of 7 credits (a maximum of 15 credits) must be achieved from Unit Group C.

Learners may take all of the required 37 credits from Groups A and C. It is **not** mandatory for learners to take any of the credits from Group B to achieve the Diploma.

## Unit Group A

| Unit accreditation number | City & Guilds unit number | Unit title | Credit value |
|---|---|---|---|
| D/502/7709 | 001 | Receive livestock in food operations | 2 |
| R/502/7710 | 002 | Understand how to receive livestock in food operations | 3 |
| Y/502/7711 | 003 | Receive poultry in food operations | 2 |
| D/502/7712 | 004 | Understand how to receive poultry in food operations | 3 |
| H/502/7713 | 005 | Contribute to Bio-security in livestock holding in food operations | 2 |
| K/502/7714 | 006 | Understand how to contribute to bio-security in livestock holding in food operations | 2 |
| M/502/7715 | 007 | Maintain reception and holding areas for livestock in food operations | 2 |
| T/502/7716 | 008 | Understand how to maintain reception and holding areas for livestock in food operations | 2 |
| A/502/7717 | 009 | Care for livestock pre-slaughter in food operations | 1 |
| F/502/7718 | 010 | Understand how to care for livestock pre-slaughter in food operations | 2 |
| J/502/7719 | 011 | Care for poultry pre-slaughter in food operations | 1 |
| A/502/7720 | 012 | Understand how to care for poultry pre-slaughter in food operations | 2 |
| F/502/7721 | 013 | Prepare and monitor feed and water supplies to livestock in food operations | 2 |
| J/502/7722 | 014 | Understand how to prepare and monitor feed and water supplies to livestock in food operations | 2 |
| H/502/7730 | 015 | Carry out manual stunning of poultry | 2 |
| T/502/7733 | 016 | Understand how to carry out manual stunning of poultry | 2 |
| J/502/7736 | 017 | Carry out manual stunning of red meat species | 2 |
| R/502/7738 | 018 | Understand how to carry out manual stunning of red meat species | 2 |
| Y/502/7739 | 019 | Operate an electric stunning system for poultry | 2 |

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|---|---|---|---|
| R/502/7741 | 020 | Understand how to operate an electric stunning system for poultry | 2 |
| Y/502/7742 | 021 | Operate a gas stunning system for poultry | 2 |
| H/502/7744 | 022 | Understand how to operate a gas stunning system for poultry | 2 |
| K/502/7745 | 023 | Operate a stunning system for red meat species | 2 |
| M/502/7746 | 024 | Understand how to operate a stunning system for red meat species | 2 |
| T/502/7747 | 025 | Carry out manual bleeding operations | 2 |
| A/502/7748 | 026 | Understand how to carry out manual bleeding operations | 2 |
| L/502/7754 | 027 | Operate a poultry bleeding system | 2 |
| R/502/7755 | 028 | Understand how to operate a poultry bleeding system | 2 |
| H/502/7761 | 029 | Carry out religious slaughter | 2 |
| K/502/7762 | 030 | Understand how to carry out religious slaughter | 2 |
| M/502/7763 | 031 | Carry out bleeding operations for Halal meat | 2 |
| F/502/7766 | 032 | Understand how to carry out bleeding operations for Halal meat | 2 |
| R/502/7772 | 033 | Operate a meat carcase shackling system | 1 |
| A/502/7782 | 034 | Understand how to operate a meat carcase shackling system | 1 |
| R/502/7786 | 035 | Carry out skinning of meat carcases | 1 |
| Y/502/7756 | 036 | Understand how to carry out skinning of meat carcases | 1 |
| K/502/7759 | 037 | Operate a poultry plucking system | 1 |
| M/502/7794 | 038 | Understand how to operate a poultry plucking system | 1 |
| Y/502/7787 | 039 | Operate a de-hairing system | 1 |
| D/502/7788 | 040 | Understand how to operate a de-hairing system | 1 |
| J/502/7803 | 041 | Carry out rodding and clipping of meat carcases | 1 |
| R/502/7805 | 042 | Understand how to carry out rodding and clipping of meat carcases | 1 |
| Y/502/7806 | 043 | Carry out splitting of meat carcases | 1 |
| H/502/7808 | 044 | Understand how to carry out splitting of meat carcases | 1 |
| K/502/7809 | 045 | Remove specified risk material in meat processing | 1 |

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|---|---|---|---|
| J/502/7817 | 046 | Understand how to remove specified risk material in meat processing | 1 |
| L/502/7818 | 047 | Control automated meat/poultry processing operations | 2 |
| R/502/7819 | 048 | Understand how to control automated meat/poultry processing operations | 2 |
| D/502/7810 | 049 | Carry out manual evisceration of poultry carcases | 1 |
| K/502/7812 | 050 | Understand how to carry out manual evisceration of carcases for Kosher meat | 1 |
| M/502/7813 | 051 | Understand how to carry out manual evisceration of poultry carcases | 1 |
| H/502/7811 | 052 | Carry out manual evisceration of red meat carcases | 1 |
| T/502/7814 | 053 | Understand how to carry out manual evisceration of red meat carcases | 1 |
| A/502/7815 | 054 | Operate a carcase electrical stimulation system | 1 |
| F/502/7816 | 055 | Understand how to operate a carcase electrical stimulation system | 1 |
| M/502/7830 | 056 | Sort waste by-products and edible co-products in meat processing | 1 |
| T/502/7831 | 057 | Understand how to sort poultry waste by-products and edible co-products | 1 |
| F/502/7833 | 058 | Understand how to sort red meat waste by-products and edible co-products | 1 |
| R/502/7836 | 059 | Process waste by-products and edible co-products in meat processing | 1 |
| Y/502/7885 | 060 | Understand how to process poultry waste by-products and edible co-products | 1 |
| D/502/7838 | 061 | Understand how to process red meat waste by-products and edible co-products | 1 |
| Y/502/7840 | 062 | Carry out primal cutting in meat processing | 2 |
| K/502/7843 | 063 | Understand how to carry out primal cutting in poultry processing | 2 |
| T/502/7845 | 064 | Understand how to carry out primal cutting in red meat processing | 2 |
| F/502/7847 | 065 | Carry out boning in meat processing | 3 |

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|---|---|---|---|
| J/502/7848 | 066 | Understand how to carry out boning in poultry processing | 2 |
| L/502/7849 | 067 | Understand how to carry out boning in red meat processing | 2 |
| L/502/7852 | 068 | Carry out seaming or filleting in meat processing | 2 |
| F/502/7850 | 069 | Understand how to carry out seaming or filleting in meat processing | 2 |
| R/502/7853 | 070 | Carry out trimming in meat processing | 2 |
| Y/502/7854 | 071 | Understand how to carry out trimming in meat processing | 2 |
| D/502/7855 | 072 | Carry out primal butchery of red meat in sales operations | 2 |
| H/502/7856 | 073 | Understand how to carry out primal butchery of red meat in sales operations | 2 |
| M/502/7858 | 074 | Carry out secondary butchery of red meat in sales operations | 2 |
| T/502/7859 | 075 | Understand how to carry out secondary butchery of red meat in sales operations | 2 |
| K/502/7860 | 076 | Carry out poultry butchery in sales operations | 2 |
| M/502/7861 | 077 | Understand how to carry out poultry butchery in sales operations | 2 |
| T/502/7862 | 078 | Carry out wild game butchery in sales operations | 2 |
| A/502/7863 | 079 | Understand how to carry out wild game butchery in sales operations | 2 |
| L/502/7866 | 080 | Produce portion controlled raw meat products | 2 |
| R/502/7867 | 081 | Understand how to produce portion controlled raw meat products | 1 |
| Y/502/7868 | 082 | Carry out flavour enhancement in meat processing | 2 |
| D/502/7869 | 083 | Understand how to carry out flavour enhancement in meat processing | 2 |
| R/502/7870 | 084 | Operate a meat injection system | 2 |
| Y/502/7871 | 085 | Understand how to operate a meat injection system | 2 |
| D/502/7872 | 086 | Cure meat products | 2 |
| H/502/7873 | 087 | Understand how to cure meat products | 2 |
| K/502/7874 | 088 | Carry out massaging in meat processing | 2 |

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|---|---|---|---|
| M/502/7875 | 089 | Understand how to carry out massaging in meat processing | 2 |
| T/502/7876 | 090 | Produce sausages | 2 |
| A/502/7877 | 091 | Understand how to produce sausages | 1 |
| R/601/4675 | 092 | Fill or extrude meat and meat based mixtures | 2 |
| D/601/4677 | 093 | Understand how to fill or extrude meat and meat based mixtures | 2 |
| F/502/7878 | 094 | Produce batch meat preparations and products | 2 |
| J/502/7879 | 095 | Understand how to produce batch meat preparations and products | 1 |
| A/502/7880 | 096 | Oven cook batched meat and meat products | 2 |
| F/502/7881 | 097 | Understand how to oven cook batched meat and meat products | 2 |
| J/502/7882 | 098 | Fry poultry products | 2 |
| L/502/7883 | 099 | Produce added value meat products in sales operations | 2 |
| R/502/7884 | 100 | Understand how to produce added value meat products in sales operations | 2 |
| L/602/1706 | 101 | Prepare sauces and marinades by hand in food manufacture | 3 |
| R/602/1707 | 102 | Understand how to prepare sauces and marinades in food manufacture | 2 |
| K/601/4570 | 103 | Prepare ingredients and store fillings and toppings in food manufacture | 3 |
| H/601/4616 | 104 | Understand how to prepare and store savoury fillings and toppings in food manufacture | 2 |
| L/601/8305 | 105 | Sell food products in a retail environment | 2 |
| R/601/8306 | 106 | Understand how to sell food products in a retail environment | 3 |
| F/502/7864 | 107 | Display meat and meat products in sales operations | 2 |
| J/502/7865 | 108 | Understand how to display meat and meat products in sales operations | 2 |
| D/602/4576 | 109 | Serve on a specialist food retail counter | 2 |
| H/602/4577 | 110 | Understand how to serve on a specialist food retail counter | 2 |
| A/601/4573 | 111 | Bake-off food products for sale | 2 |
| J/601/4575 | 112 | Understand how to bake-off food products for sale | 2 |

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| D/601/4615 | 113 | Assemble and process products for food service | 2 |
| M/601/4618 | 114 | Understand how to assemble and process products for food service | 2 |
| D/601/4582 | 115 | Prepare to operate a counter/take away service in food operations | 2 |
| J/601/4589 | 116 | Understand how to prepare to operate a counter/take away service in food operations | 2 |
| F/601/4591 | 117 | Operate a counter/take-away service in food operations | 2 |
| D/601/4596 | 118 | Understand how to operate a counter/take-away service in food operations | 2 |
| M/601/4599 | 119 | Prepare to operate a table/tray service in food operations | 2 |
| H/601/4602 | 120 | Understand how to prepare to operate a table/tray service in food operations | 2 |
| M/601/4604 | 121 | Operate a table/tray service in food operations | 2 |
| T/601/4605 | 122 | Understand how to operate a table/tray service in food operations | 2 |
| A/601/8297 | 123 | Produce product packs in food operations | 3 |
| F/601/8298 | 124 | Understand how to produce product packs in food operations | 3 |
| R/601/4580 | 125 | Produce individual packs by hand in food operations | 3 |
| A/502/7443 | 126 | Understand how to produce individual packs by hand in food operations | 3 |
| J/502/7820 | 127 | Label food products by hand in food operations | 1 |
| L/502/7821 | 128 | Understand how to label food products by hand in food operations | 1 |
| R/502/7822 | 129 | Prepare food product orders for customers in operations | 1 |
| Y/502/7823 | 130 | Understand how to prepare food product orders for customers in food operations | 1 |
| M/602/1715 | 131 | Prepare orders for despatch in food operations | 3 |
| M/602/1696 | 132 | Understand how to prepare orders for despatch in food operations | 3 |
| F/601/8303 | 133 | Monitor food hygiene standards using rapid test methods in operations | 3 |

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| J/601/8304 | 134 | Understand how to monitor food hygiene standards using rapid test methods in operations | 2 |
| T/602/1702 | 135 | Control weighing in food manufacture | 2 |
| Y/601/4631 | 136 | Control temperature reduction in food manufacture | 3 |
| D/601/4632 | 137 | Control wrapping in food manufacture | 3 |
| R/601/4613 | 138 | Control slicing in food manufacture | 3 |
| Y/601/4614 | 139 | Understand how to control processes in food manufacture | 4 |
| J/602/1705 | 140 | Control defrosting in food manufacture | 2 |
| D/601/4663 | 141 | Understand how to control defrosting in food manufacture | 3 |
| T/601/4653 | 142 | Slice and bag individual food products | 2 |
| R/601/4658 | 143 | Understand how to slice and bag individual food products | 2 |
| M/601/4666 | 144 | Control washing and drying machinery in food operations | 3 |
| T/601/4670 | 145 | Understand how to control washing and drying machinery in food operations | 2 |
| Y/601/2944 | 146 | Contribute to problem diagnosis in food manufacture | 2 |
| D/601/2945 | 147 | Understand how to contribute to problem diagnosis in food manufacture | 2 |
| H/601/2946 | 148 | Contribute to problem resolution in food manufacture | 3 |
| K/601/2947 | 149 | Understand how to contribute to problem resolution in food manufacture | 2 |
| H/601/8309 | 150 | Carry out product changeovers in food manufacture | 2 |
| Y/601/8310 | 151 | Understand how to carry out product changeovers in food manufacture | 2 |
| D/502/7449 | 152 | Palletise and wrap products in food operations | 3 |
| R/502/7450 | 153 | Understand how to palletise and wrap products in food operations | 2 |
| R/601/4627 | 154 | Pack orders for despatch in food operations | 1 |
| Y/601/4628 | 155 | Understand how to pack orders for despatch in food operations | 1 |
| A/601/4623 | 156 | Store goods and materials in food operations | 3 |

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| F/601/4624 | 157 | Understand how to store and organise goods and materials in food operations | 4 |
| T/601/8301 | 158 | Lift and handle materials safely in food operations | 2 |
| A/601/8302 | 159 | Understand how to lift and handle materials safely in food operations | 2 |
| J/601/4625 | 160 | Supply materials for production in food operations | 3 |
| L/601/4626 | 161 | Understand how to supply materials for production in food operations | 3 |
| J/601/8299 | 162 | Control hygiene cleaning in food operations | 3 |
| K/601/5184 | 163 | Carry out disinfection in food operations | 2 |
| T/601/5186 | 164 | Understand how to carry out disinfection in food operations | 2 |
| M/601/8300 | 165 | Understand how to control hygiene cleaning in food operations | 3 |
| T/602/0632 | 166 | Sharpen cutting tools for use in food operations | 2 |
| F/602/0634 | 167 | Understand how to sharpen cutting tools for use in food operations | 2 |
| T/601/2921 | 168 | Contribute to the maintenance of plant and equipment in food operations | 3 |
| A/601/2922 | 169 | Understand how to contribute to the maintenance of plant and equipment in food operations | 3 |
| Y/601/2927 | 170 | Organise and improve work activities for achieving excellence in food operations | 3 |
| D/601/2928 | 171 | Understand how to organise and improve work activities for achieving excellence in food operations | 3 |
| K/601/2933 | 172 | Contribute to the application of improvement techniques for achieving excellence in food operations | 3 |
| M/601/2934 | 173 | Understand how to contribute to the application of improvement techniques for achieving excellence in food operations | 3 |
| A/601/2919 | 174 | Contribute to environmental safety in food operations | 2 |
| M/601/2920 | 175 | Understand how to contribute to environmental safety in food operations | 2 |

| Unit accreditation number | City & Guilds unit number | Unit title | Credit value |
|---|---|---|---|
| L/601/2925 | 176 | Contribute to sustainable practice in food operations | 2 |
| R/601/2926 | 177 | Understand how to contribute to sustainable practice in food operations | 2 |
| D/601/8311 | 206 | Carry out sampling for quality control in food operations | 2 |
| H/601/8312 | 207 | Understand how to carry out sampling for quality control in food operations | 3 |

## Unit Group B

| Unit accreditation number | City & Guilds unit number | Unit title | Credit value |
|---|---|---|---|
| H/601/2896 | 178 | Work effectively with others in food operations | 2 |
| K/601/2897 | 179 | Understand how to work effectively with others in food operations | 2 |
| T/601/2899 | 180 | Maintain product quality in food operations | 2 |
| H/601/2901 | 181 | Understand how to maintain product quality in food operations | 2 |
| K/601/2902 | 182 | Maintain workplace food safety standards in operations | 2 |
| M/601/2903 | 183 | Understand how to maintain workplace food safety standards in operations | 2 |
| M/601/2917 | 184 | Maintain workplace health and safety in food operations | 2 |
| T/601/2918 | 185 | Understand how to maintain workplace health and safety in food operations | 2 |
| H/601/2929 | 186 | Contribute to continuous improvement for achieving excellence in food operations | 3 |
| Y/601/2930 | 187 | Understand how to contribute to continuous improvement for achieving excellence in food operations | 2 |
| K/601/8313 | 188 | Clean in place (CIP) plant and equipment in food operations | 3 |
| M/601/8314 | 189 | Understand how to prepare for and conduct cleaning in place (CIP) of plant and equipment in food operations | 2 |

| | T/601/8315 | 190 | Understand how to avoid contamination and complete cleaning in place (CIP) of plant and equipment in food operations | 2 |
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| | A/601/8316 | 191 | Carry out task hand-over procedures in food manufacture | 2 |
| | F/601/8317 | 192 | Understand how to carry out task hand-over procedures in food manufacture | 1 |

## Unit Group C

| Unit accreditation number | City & Guilds unit number | Unit title | Credit value |
|---|---|---|---|
| H/502/7842 | 193 | Principles of slaughtering for Halal meat | 2 |
| D/502/7841 | 194 | Principles of slaughtering for Kosher meat | 2 |
| H/502/7839 | 195 | Principles of butchery | 2 |
| Y/502/7837 | 196 | Principles of curing meat | 2 |
| L/502/7835 | 197 | Principles of a specialist raw meat and poultry sales service | 2 |
| J/502/7834 | 198 | Principles of a specialist cooked meat and poultry sales service | 2 |
| A/502/7832 | 199 | Principles of a specialist cheese service | 2 |
| A/502/7829 | 200 | Principles of chilling and freezing meat and poultry | 2 |
| T/502/7828 | 201 | Principles of frying poultry products | 2 |
| K/502/7826 | 202 | Principles of technology in meat processing | 2 |
| D/502/7824 | 203 | Principles of modified atmosphere and vacuum packaging in food technology | 2 |
| H/502/7436 | 204 | Principles of food processing operations | 1 |
| M/502/7357 | 205 | Principles of instrumentation and control systems in food operations | 3 |
| M/502/7844 | 208 | Principles of breed and pre-slaughter selection of meat and poultry species | 3 |
| M/502/7827 | 209 | Principles of classification of meat and poultry carcases | 3 |
| A/502/7846 | 210 | Principles of adding value to meat and poultry products | 3 |

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|---|---|---|---|
| H/502/7825 | 211 | Principles of animal waste and by-product removal and the processing of edible co-products | 3 |
| A/602/4505 | 212 | Principles of weights and measures in food technology | 4 |
| F/602/4506 | 213 | Principles of freezing methods in food technology | 4 |
| T/602/4566 | 214 | Principles of food labelling in food operations | 4 |
| Y/600/2382 | 215 | The principles of HACCP for food manufacturing | 3 |
| F/601/2954 | 216 | Principles of continuous improvement techniques (Kaizen) in food operations | 3 |
| L/601/2701 | 217 | Principles of sustainability in food operations | 4 |

## Level 3 rules of combination

The units within the **Level 3 Certificate and Diploma for Proficiency in Meat and Poultry Industry Skills** are listed below in Groups A, B and C. The rules of combination are very flexible, allowing candidates to select the units most suited to their role or area of interest.

To achieve the **Level 3 Certificate for Proficiency in Meat and Poultry Industry Skills (1287-31)**, learners must achieve **a minimum of 27 credits**:

- a minimum of 21 credits must come from Unit Group A
- a maximum of 4 credits may come from Unit Group B
- a maximum of 6 credits may come from Unit Group C.

Learners may take all of the required 27 credits from Group A. It is **not** mandatory for learners to take any of the credits from Group B or C to achieve the Certificate.

To achieve the **Level 3 Diploma for Proficiency in Meat and Poultry Industry Skills (1287-32)**, learners must achieve **a minimum of 37 credits**:

- a minimum of 22 credits must come from Unit Group A
- a maximum of 8 credits may come from Unit Group B
- a minimum of 7 credits must be achieved from Unit Group C.

Learners may take all of the required 37 credits from Groups A and C, as outlined above. It is **not** mandatory for learners to take any of the 37 credits from Unit Group B.

## Unit Group A

| Unit accreditation number | City & Guilds unit number | Unit title | Credit value |
|---|---|---|---|
| D/601/8311 | 206 | Carry out sampling for quality control in food operations | 2 |
| H/601/8312 | 207 | Understand how to carry out sampling for quality control in food operations | 3 |
| A/502/8009 | 218 | Arrange transport scheduling for the delivery of livestock in food operations | 2 |
| M/502/8010 | 219 | Understand transport scheduling for the delivery of livestock in food operations | 2 |
| T/502/8011 | 220 | Monitor and control the reception of livestock in food operations | 2 |
| D/502/8018 | 221 | Understand how to monitor and control reception of livestock in food operations | 2 |

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|---|---|---|---|
| H/502/8019 | 222 | Monitor the health and welfare of livestock pre-slaughter in food operations | 2 |
| Y/502/8020 | 223 | Understand how to monitor the health and welfare of livestock pre-slaughter in food operations | 2 |
| D/502/8021 | 224 | Maintain lairage and ante-mortem facilities in food operations | 2 |
| H/502/8022 | 225 | Understand how to maintain lairage and ante-mortem facilities in food operations | 2 |
| M/502/8024 | 226 | Monitor bleeding for Kosher meat | 2 |
| T/502/8025 | 227 | Understand how to monitor bleeding for Kosher meat | 2 |
| A/502/8026 | 228 | Monitor slaughter operations in meat processing | 3 |
| J/502/8028 | 229 | Understand how to monitor slaughter operations in meat processing | 2 |
| L/502/8029 | 230 | Monitor carcase operations in meat processing | 3 |
| F/502/8030 | 231 | Understand how to monitor carcase operations in meat processing | 2 |
| J/502/8031 | 232 | Monitor carcase compliance and holding in meat processing | 3 |
| L/502/8032 | 233 | Understand how to monitor carcase compliance and holding in meat processing | 2 |
| R/502/8033 | 234 | Monitor an automated meat/poultry processing system | 3 |
| Y/502/8034 | 235 | Understand how to monitor an automated meat/poultry processing system | 2 |
| D/502/8035 | 236 | Classify meat/poultry carcases | 3 |
| H/502/8036 | 237 | Monitor the recovery of by-products and disposal of waste in meat processing | 3 |
| K/502/8037 | 238 | Understand how to monitor the recovery of by-products and disposal of waste in meat processing | 2 |
| M/502/8038 | 239 | Monitor the recovery of co-products and disposal of waste in meat processing | 3 |
| T/502/8039 | 240 | Understand how to monitor the recovery of co-products and disposal of waste in meat processing | 2 |
| K/502/8040 | 241 | Monitor primal butchery in meat processing | 3 |
| M/502/8041 | 242 | Understand how to monitor primal butchery in meat processing | 2 |

| | | | |
|---|---|---|---|
| T/502/8042 | 243 | Monitor secondary butchery in meat processing | 3 |
| A/502/8043 | 244 | Understand how to monitor secondary butchery in meat processing | 2 |
| J/502/8045 | 245 | Monitor butchery in sales operations | 3 |
| L/502/8046 | 246 | Understand how to monitor butchery in sales operations | 2 |
| R/502/8047 | 247 | Monitor the manufacture of meat products/preparations | 3 |
| Y/502/8048 | 248 | Understand how to monitor the manufacture of meat products/preparations | 2 |
| D/502/8049 | 249 | Monitor treatment operations in meat processing | 3 |
| R/502/8050 | 250 | Understand how to monitor treatment operations in meat processing | 2 |
| Y/502/8051 | 251 | Monitor the slicing and wrapping of meat/meat products | 3 |
| J/502/8059 | 252 | Understand how to monitor the slicing and wrapping of meat/meat products | 2 |
| J/602/4569 | 253 | Plan and co-ordinate bake-off operations in food manufacture | 3 |
| A/602/4570 | 254 | Understand how to plan and co-ordinate bake-off operations in food manufacture | 3 |
| D/601/5280 | 255 | Maximise sales in a food retail environment | 4 |
| R/601/5292 | 256 | Understand how to maximise sales of food products in a retail environment | 3 |
| D/601/5294 | 257 | Understand how to plan to maximise sales of food products in a retail environment | 3 |
| M/602/4579 | 258 | Set up and maintain food retail operations | 3 |
| H/602/4580 | 259 | Monitor effectiveness of food retail operations | 2 |
| K/602/4581 | 260 | Understand how to co-ordinate food retail operations | 2 |
| M/602/4582 | 261 | Plan and co-ordinate food services | 3 |
| A/602/4584 | 262 | Understand how to plan and co-ordinate food services | 3 |
| F/602/4585 | 263 | Set up and maintain food service operations | 2 |
| J/602/4586 | 264 | Monitor effectiveness of food service operations | 2 |
| L/602/4587 | 265 | Understand how to set up and maintain food service operations | 2 |

| F/602/4571 | 266 | Organise the receipt and storage of goods and materials in food operations | 3 |
|---|---|---|---|
| J/602/4572 | 267 | Understand how to organise the receipt and storage of goods and materials in food operations | 3 |
| Y/602/1708 | 268 | Monitor and maintain storage conditions in food operations | 3 |
| Y/602/4575 | 269 | Monitor stored goods and materials in food operations | 2 |
| D/601/5179 | 270 | Monitor and maintain storage systems and procedures in food operations | 2 |
| D/601/5182 | 271 | Understand how to monitor and maintain storage systmes in food operations | 2 |
| D/602/5811 | 272 | Maintain plant and equipment in food operations | 4 |
| K/602/5830 | 273 | Understand how to maintain plant and equipment in food operations | 3 |
| J/601/5225 | 274 | Interpret and communicate information and data in food operations | 3 |
| L/601/5226 | 275 | Understand how to interpret and communicate information and data in food operations | 3 |
| A/602/4701 | 276 | Control energy efficiency in food operations | 3 |
| R/602/5627 | 277 | Contribute to continuous improvement of food safety in operations | 3 |
| Y/602/5628 | 278 | Understand how to contribute to continuous improvement of food safety in operations | 4 |
| F/602/5834 | 280 | Control and monitor safe supply of raw materials and ingredients in food operations | 1 |
| J/602/5835 | 281 | Understand how to control and monitor safe supply of raw materials and ingredients in food operations | 3 |
| A/502/7412 | 282 | Evaluate and improve production in food manufacture | 3 |
| F/502/7413 | 283 | Understand how to evaluate and improve production in food manufacture | 2 |
| J/502/7414 | 284 | Plan production schedules in food manufacture | 3 |
| L/502/7415 | 285 | Understand how to plan production schedules in food manufacture | 2 |
| Y/602/5838 | 286 | Contribute to optimising work areas in food manufacture | 3 |

| | | | |
|---|---|---|---|
| D/602/5839 | 287 | Understand how to contribute to optimising work areas in food manufacture | 3 |
| A/602/4617 | 288 | Diagnose problems in food operations | 3 |
| F/602/4618 | 289 | Understand how to diagnose problems in food operations | 3 |
| J/602/4619 | 290 | Resolve problems in food operations | 3 |
| A/602/4620 | 291 | Understand how to resolve problems in food operations | 4 |
| F/602/4697 | 292 | Monitor and control throughput to achieve targets in food operations | 2 |
| J/602/4698 | 293 | Understand how to monitor and control throughput to achieve targets in food operations | 3 |
| M/602/5831 | 294 | Set up and maintain picking and packing orders in food operations | 3 |
| T/602/5832 | 295 | Monitor effectiveness of picking and packing operations in food operations | 2 |
| A/602/5833 | 296 | Understand how to coordinate picking and packing orders in food operations | 2 |
| D/502/8052 | 297 | Monitor wrapping and labelling of products in food operations | 2 |
| H/502/8053 | 298 | Understand how to plan and co-ordinate wrapping and labelling in food operations | 2 |
| M/502/8055 | 299 | Monitor effectiveness of despatch and transport in food operations | 2 |
| T/502/8056 | 300 | Understand how to co-ordinate despatch and transport of orders in food operations | 2 |
| J/601/9680 | 319 | Report on compliance with food safety requirements in operations | 4 |
| L/601/9681 | 320 | Understand how to report on compliance with food safety requirements in operations | 4 |

## Unit Group B

| Unit accreditation number | City & Guilds unit number | Unit title | Credit value |
|---|---|---|---|
| H/602/5826 | 301 | Monitor food safety at critical control points in operations | 1 |
| Y/602/1692 | 302 | Monitor product quality in food operations | 3 |
| T/602/5829 | 303 | Understand how to control product quality in food operations | 2 |

| | | | |
|---|---|---|---|
| K/602/5827 | 304 | Monitor health, safety and environmental systems in food operations | 2 |
| M/602/5828 | 305 | Understand how to monitor health, safety and environmental management systems in food operations | 3 |
| L/602/5075 | 306 | Manage organisational change for achieving excellence in food operations | 4 |
| R/602/5076 | 307 | Understand how to manage organisational change for achieving excellence in food operations | 3 |
| M/602/6302 | 308 | Develop working relationships with colleagues in food operations | 3 |
| A/602/6304 | 309 | Understand how to develop working relationships with colleagues in food operations | 2 |

## Unit Group C

| Unit accreditation number | City & Guilds unit number | Unit title | Credit value |
|---|---|---|---|
| M/502/7844 | 208 | Principles of breed and pre-slaughter selection of meat and poultry species | 3 |
| M/502/7827 | 209 | Principles of classification of meat and poultry carcases | 3 |
| A/502/7846 | 210 | Principles of adding value to meat and poultry products | 3 |
| H/502/7825 | 211 | Principles of animal waste and by-product removal and the processing of edible co-products | 3 |
| A/602/4505 | 212 | Principles of weights and measures in food technology | 4 |
| F/602/4506 | 213 | Principles of freezing methods in food technology | 4 |
| T/602/4566 | 214 | Principles of food labelling in food operations | 4 |
| Y/600/2382 | 215 | The principles of HACCP for food manufacturing | 3 |
| F/601/2954 | 216 | Principles of continuous improvement techniques (Kaizen) in food operations | 3 |
| L/601/2701 | 217 | Principles of sustainability in food operations | 4 |
| A/502/8057 | 310 | Principles of butchery | 3 |
| F/502/8058 | 311 | Principles of curing meat | 3 |

| | | | |
|---|---|---|---|
| A/502/8060 | 312 | Principles of a specialist raw meat and poultry sales service | 3 |
| F/502/8061 | 313 | Principles of a specialist cooked meat and poultry sales service | 3 |
| M/502/8007 | 314 | Principles of a specialist cheese sales service | 3 |
| T/502/8008 | 315 | Principles of technology in meat processing | 3 |
| R/602/4512 | 316 | Principles of gelatine biochemistry in food science | 4 |
| M/602/4548 | 317 | Principles of lipid functionality in food science | 4 |
| K/602/4550 | 318 | Principles of protein functionality in food science | 4 |
| F/602/6224 | 321 | Principles of rearing and welfare of meat species | 5 |
| R/602/6227 | 322 | Principles of microbiology and parasitology in meat production | 3 |
| D/602/6229 | 323 | Principles of anatomy and physiology of meat species | 5 |
| Y/602/6276 | 324 | Principles of pathology of meat species | 5 |
| D/602/6277 | 325 | Principles of meat science | 5 |

## Total Qualification Time

Total Qualification Time (TQT) is the total amount of time, in hours, expected to be spent by a Learner to achieve a qualification. It includes both guided learning hours (which are listed separately) and hours spent in preparation, study and assessment.

| Title and level | GLH | TQT |
|---|---|---|
| Level 2 Certificate for Proficiency in Meat and Poultry Industry Skills | 92 | 270 |
| Level 2 Diploma for Proficiency in Meat and Poultry Industry Skills | 132 | 370 |
| Level 3 Certificate for Proficiency in Meat and Poultry Industry Skills | 92 | 270 |
| Level 3 Diploma for Proficiency in Meat and Poultry Industry Skills | 132 | 370 |

# 2    Centre requirements

## Approval

This section outlines the approval processes for centres to offer this qualification and any resources that centres will need in place to offer the qualifications including qualification-specific requirements for centre staff. Only approved organisations can offer City & Guilds qualifications. Organisations approved by City & Guilds are referred to as **centres**. Centres must meet a set of quality criteria including:

- provision of adequate resources, both physical and human
- clear management information systems
- effective assessment and quality assurance procedures including candidate support and reliable recording systems.

An organisation that has not previously offered City & Guilds qualifications must apply for approval to become a centre. This is known as the **centre approval process (CAP)**. Centres also need approval to offer a specific qualification. This is known as the **qualification approval process (QAP)**. In order to offer these qualifications, organisations which are not already City & Guilds centres must apply for centre and qualification approval at the same time.

Existing City & Guilds centres will only need to apply for qualification approval for these particular qualifications. City and Guilds branch offices will support new centres through the approval process. They will appoint an External Verifier and provide details of fees applicable for approvals. The local office will be the point of contact for all enquiries for these qualifications and will be responsible for monitoring the delivery and assessments through reports submitted by External Verifiers. Assessments must not be undertaken until qualification approval has been obtained and candidates have been registered. City & Guilds reserves the right to withdraw qualification or centre approval for reasons of debt, malpractice or non-compliance with City & Guilds' policies, regulations, requirements, procedures and guidelines, or for any reason that may be detrimental to the maintenance of authentic, reliable and valid qualifications or that may prejudice the name of City & Guilds.

## Assessors and internal verifiers

The following guidance is taken from the Improve Assessment Strategy for Proficiency Qualififcations.

## Occupational competence of assessors

The role of an assessor is a demanding and complex one, requiring a high degree of both interpersonal and organisational skills. Assessors are required to make accurate and objective decisions as to whether the learner's performance meets the assessment requirements laid out in units. For assessments to be considered valid, the assessor must meet the following requirements. Any assessments carried out by personnel who do not meet these requirements will be deemed a contribution to workplace testimony. Assessors are required to:

- provide current evidence of competence, knowledge and understanding in the areas to be assessed, to the satisfaction of the Awarding Organisation. This will normally be achieved through demonstrating competence in the roles which are to be assessed, which may be recorded in company training records. Alternatively, this can be demonstrated by relevant experience and continuing professional development which may include the achievement of qualifications relevant to the areas being assessed

- demonstrate competent practice in workplace assessment methods. They do not need to hold the assessor unit qualification A1, but must demonstrate understanding of the principles and practices of the assessment process. This may in part be demonstrated for example, by the outcomes of formal training in assessment techniques for company based training systems or qualifications, or for auditing against quality criteria for an externally audited quality standard. Assessors with previous unit achievement of A1, D32 and/or D33 satisfy requirements, provided evidence of continuous professional development has updated workplace assessment practice. Recognition of assessors in this way is only valid between a centre and an Awarding Organisation in respect of specific qualifications, and is not transferable to other bodies or qualifications

- demonstrate their continuing professional development to ensure they are up to date with work practices in their sector area of expertise and developments in the Proficiency Qualifications they assess

- have a full and current understanding of the units of assessment and requirements of the qualifications being assessed

- operate safely as an assessor in a food environment, therefore it is strongly recommended that a relevant food safety/hygiene qualification is achieved. Assessors 'in training' who are not fully recognised as competent by Awarding Organisations may carry out assessment practice. For the period in training and working towards recognition, the assessor must have assessment activity monitored and signed off (countersigned) by a fully recognised and competent assessor. The 'in training' period should be limited to nine months and have clear development goals set for achieving recognition and competence.

## Occupational competence of internal verifiers

Approved centres appoint internal verifiers and their role is to ensure consistency and quality of assessment within the centre. The internal verifier will monitor assessment activities and provide feedback to assessors, coordinate standardisation and provide guidance to assessors. For assessments and verification to be considered valid, the internal verifier must meet the following requirements:

- demonstrate sufficient and current understanding of the qualifications to be internally verified, and know how they are applied in the sector area(s) concerned, to the satisfaction of the Awarding Organisation. Relevant knowledge and understanding of the workplace areas to be sampled during verification is required. Relevant experience of working in or with the sector area(s) is preferable

- demonstrate competent practice in internal verification and assessment. Internal Verifiers do not need to hold the unit qualification V1 but must be able to understand the principles and practices of internal verification. This may in part be demonstrated for example, by the outcomes of formal training in assessment and verification techniques for company based training systems or qualifications, or for auditing against quality criteria for an externally audited quality standard.

- verifiers with previous unit achievement of V1 or D34 satisfy requirements, provided evidence of continuous professional development has updated verification practice. Recognition of internal verifiers in this way is only valid between a centre and an Awarding Organisation in respect of specific qualifications, and is not transferable to other bodies or qualifications

- demonstrate their continuing professional development to ensure they are up to date with work practices in their sector and developments in the qualifications they verify.

- know where and when to access specialist sector advice, where additional specialist or technical knowledge relating to assessment and verification decisions is concerned

- operate safely as an internal verifier in a food environment, therefore it is strongly recommended that a relevant food safety/hygiene qualification is achieved. Internal verifiers 'in training' who are not fully recognised as competent by Awarding Organisations may carry out verification practice. For the period in training and working towards recognition, the assessor must have verification activity monitored and signed off (countersigned) by a fully recognised and competent internal verifier. The 'in training' period should be limited to nine months and have clear development goals set for achieving recognition and competence.

## Continuing professional development (CPD)

Centres are expected to support their staff in ensuring that their knowledge remains current of the occupational area and of best practice in delivery, mentoring, training, assessment and verification, and that it takes account of any national or legislative developments.

## Candidate entry requirements

Candidates should not be entered for a qualification of the same type, content and level as that of a qualification they already hold. City & Guilds does not set entry requirements for these qualifications. However, centres must ensure that candidates have the potential and opportunity to gain the qualifications successfully.

## Age restrictions

These qualifications are not approved for use by candidates under the age of 16, and City & Guilds cannot accept any registrations for candidates in this age group.

# 3    Delivering the qualification

## Initial assessment and induction

Centres will need to make an initial assessment of each candidate prior to the start of their programme to ensure they are entered for an appropriate type and level of qualification. The initial assessment should identify:

- any specific training needs the candidate has, and the support and guidance they may require when working towards their qualification[s]. This is sometimes referred to as diagnostic testing

- any units the candidate has already completed, or credit they have accumulated which is relevant to the qualification[s] they are about to begin. City & Guilds recommends that centres provide an induction programme to ensure the candidate fully understands the requirements of the qualification[s] they will work towards, their responsibilities as a candidate, and the responsibilities of the centre. It may be helpful to record the information on a learning contract. Recommended delivery strategies

Centre staff should familiarise themselves with the structure, content and assessment requirements of the qualification[s] before designing a course programme.

Centres may design course programmes of study in any way which:
- best meets the needs and capabilities of their candidates
- satisfies the requirements of the qualification[s].

When designing and delivering the course programme, centres might wish to incorporate other teaching and learning that is not assessed as part of the qualification. This might include the following:
- literacy, language and/or numeracy
- personal learning and thinking
- personal and social development
- employability.

Where applicable, this could involve enabling the candidate to access relevant qualifications covering these skills.

## Recording documents

Candidates and centres may decide to use a paper-based or electronic method of recording evidence. City & Guilds endorses several ePortfolio systems, including our own **Learning Assistant**, an easy-to-use and secure online tool to support and evidence learners' progress towards achieving qualifications.  Further details are available at **www.cityandguilds.com/eportfolios** .

City & Guilds has developed a set of *Recording forms* including examples of completed forms, for new and existing centres to use as appropriate. *N/SVQ Recording forms* are available on the City & Guilds website. Although it is expected that new centres will use these forms, centres may devise or customise alternative forms, which must be approved for use by the external verifier, before they are used by candidates and assessors at the centre. Amendable (MS Word) versions of the forms are available on the City & Guilds website.

# 4    Assessment

## Assessment of the qualification

Candidates must:

* have a completed portfolio of evidence for each unit chosen.

## Time constraints

All portfolio of evidence must be completed and assessed within the candidate's period of registration. Centres should advise candidates of any internal timescales for the completion and marking of individual assignments.

## Workplace testimony

Workplace personnel may contribute to the assessment process by providing workplace testimony. Those providing the testimony must be familiar with the activity being carried out and able to make a judgement that the task has been completed to organisational procedures and to the required standard.

The person providing the testimony is not in a position to decide if the learner is competent overall, they are only able to judge the specific instance they observe. The overall decision regarding competence of the learner will be made by the assessor and may be subject to verification.

## Simulation

The use of simulation to replace normal working practice is not acceptable. The only exception to this rule is for units of assessment which address rare conditions or emergency situations which might endanger learner safety. These exceptions are clearly defined in the assessment guidance in the relevant unit of assessment. In such cases this will require the agreement of the external verifier.

When simulations are used they must be designed to mirror the same activity as it would be carried out in the workplace and include:

* the number and sequence of actions needed to complete the activity
* the number and complexity of factors needed to complete the activity
* the urgency with which the activity must be completed and
* achievement of an outcome(s) in the same time constraints that might apply in the workplace
* simulation cannot be used to provide the sole evidence for any one complete unit of assessment.

## Recognition of prior learning and experience

Evidence from past achievement may be included as evidence within assessment methods for Proficiency Qualifications.

Evidence of knowledge and understanding can be presented as supplementary evidence, provided it is a measurable assessed outcome of learning which links to outcomes detailed in the units of assessment and confirms current competence.

Assessors should make best use of all the assessment methods available to them in ensuring the most reliable and effective use is made of claims of prior learning and experience which relate to the individual learner's circumstances.

All learners, presenting evidence from past achievements, must also be able to demonstrate current competence.

# 5 Units

## Structure of units

The units in these qualifications are written in a standard format and comprise the following:

- City & Guilds reference number
- unit accreditation number
- title
- level
- credit value
- unit aim
- relationship to NOS, other qualifications and frameworks
- endorsement by a sector or other appropriate body
- learning outcomes which are comprised of a number of assessment criteria.

The units can be found on the City and Guilds Website.

# Appendix 1  Relationships to other qualifications

## Links to other qualifications

These qualifications have connections to the:
- Levels 2, 3 and 4 Proficiency in Food Manufacturing Excellence (1284)
- Level 3 Proficiency in Food Industry Skills (1283)
- Level 3 Proficiency in Baking Industry Skills (1285)
- Levels 2 and 3 Proficiency in Fresh Produce Industry Skills (1289)
- Levels 2 Proficiency in Fish Industry Skills (1288).

## Literacy, language, numeracy and ICT skills development

These qualifications can develop skills that can be used in the following qualifications:
- Functional Skills (England) – see **www.cityandguilds.com/functionalskills**
- Essential Skills (Northern Ireland) – see **www.cityandguilds.com/essentialskillsni**
- Essential Skills Wales – see **www.cityandguilds.com/esw**

# Appendix 2    Sources of general information

The following documents contain essential information for centres delivering City & Guilds qualifications. They should be referred to in conjunction with this handbook. To download the documents and to find other useful documents, go to the **Centres and Training Providers homepage** on **www.cityandguilds.com**.

**Centre Manual - Supporting Customer Excellence** contains detailed information about the processes which must be followed and requirements which must be met for a centre to achieve 'approved centre' status, or to offer a particular qualification, as well as updates and good practice exemplars for City & Guilds assessment and policy issues. Specifically, the document includes sections on:

- The centre and qualification approval process
- Assessment, internal quality assurance and examination roles at the centre
- Registration and certification of candidates
- Non-compliance
- Complaints and appeals
- Equal opportunities
- Data protection
- Management systems
- Maintaining records
- Assessment
- Internal quality assurance
- External quality assurance.

**Our Quality Assurance Requirements** encompasses all of the relevant requirements of key regulatory documents such as:

- SQA Awarding Body Criteria (2007)
- NVQ Code of Practice (2006)

and sets out the criteria that centres should adhere to pre and post centre and qualification approval.

***Access to Assessment & Qualifications*** provides full details of the arrangements that may be made to facilitate access to assessments and qualifications for candidates who are eligible for adjustments in assessment.

The **centre homepage** section of the City & Guilds website also contains useful information such on such things as:

- **Walled Garden**: how to register and certificate candidates on line
- **Events**: dates and information on the latest Centre events
- **Online assessment**: how to register for GOLA/e-volve assessments.

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# Useful contacts

| | |
|---|---|
| **UK learners**<br>**General qualification information** | **T: +44 (0)844 543 0033**<br>**E: learnersupport@cityandguilds.com** |
| **International learners**<br>General qualification information | T: +44 (0)844 543 0033<br>F: +44 (0)20 7294 2413<br>E: **intcg@cityandguilds.com** |
| **Centres**<br>Exam entries, Certificates, Registrations/enrolment, Invoices, Missing or late exam materials, Nominal roll reports, Results | T: +44 (0)844 543 0000<br>F: +44 (0)20 7294 2413<br>E: **centresupport@cityandguilds.com** |
| **Single subject qualifications**<br>Exam entries, Results, Certification, Missing or late exam materials, Incorrect exam papers, Forms request (BB, results entry), Exam date and time change | T: +44 (0)844 543 0000<br>F: +44 (0)20 7294 2413<br>F: +44 (0)20 7294 2404 (BB forms)<br>E: **singlesubjects@cityandguilds.com** |
| **International awards**<br>Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports | T: +44 (0)844 543 0000<br>F: +44 (0)20 7294 2413<br>E: **intops@cityandguilds.com** |
| **Walled Garden**<br>Re-issue of password or username, Technical problems, Entries, Results, e-assessment, Navigation, User/menu option, Problems | T: +44 (0)844 543 0000<br>F: +44 (0)20 7294 2413<br>E: **walledgarden@cityandguilds.com** |
| **Employer**<br>Employer solutions, Mapping, Accreditation, Development Skills, Consultancy | T: +44 (0)121 503 8993<br>E: **business@cityandguilds.com** |
| **Publications**<br>Logbooks, Centre documents, Forms, Free literature | T: +44 (0)844 543 0000<br>F: +44 (0)20 7294 2413 |